

**LACDMH Service Area 7 Administration  
Quality Improvement / Quality Assurance Committee**

**July 23, 2019  
2:00 to 4:00 p.m.**

1. Welcome/introductions Caesar Moreno, LCSW
2. Review of June 2019 minutes Caesar Moreno, LCSW
3. **Quality Improvement. 2:00 to 3:00 pm** Greg Tchakmakjian, Ph.D.  
Daiya Cunnane, PsyD
  - a. Clinical Risk Management
    - i. Inactive Accounts in Safety Intelligence
  - b. Policy Updates (*Handout*)
  - c. Cultural Competency Updates
    - i. 2019 Cultural Competence Plan
    - ii. Language Interpretation Request for Meetings and Conferences
    - iii. Cultural Competency Webpage
  - d. QI Division Updates:
    - i. Spring 2018 Open Ended Comments Summary Report
    - ii. QI Evaluation Report Summary for CY 2018
4. **Quality Assurance. 3:00 pm to 4:00 pm** Joel Solis, RN
  - a. Medi-Cal Certification Updates
  - b. MR Grants or Audits (Notifications)
  - c. State DHCS Information Notice: None
  - d. Training and Operations
    - i. Schedule of Trainings and Presentations
    - ii. QA Website
    - iii. QA Knowledge Assessment
  - e. Policy and Technical Development
    - i. NACT/Access to Care Updates
    - ii. CANS and PSC FAQs
    - iii. COD Services
    - iv. Guide to Procedure Codes Updates
    - v. Parolees and AB109 (QA Bulletin coming)

Next Quality Improvement/Quality Assurance Meeting  
**August 2019 meeting - Cancelled**

Greg Tchakmakjian Ph.D.- Chair	(213) 639-6733	gtchakmakjian@dmh.lacounty.gov
Caesar Moreno, LCSW -- Co Chair	(562) 692-0383 x 236	cmoreno@thewholechild.org
Susan Lam, LMFT, PPSC – Co Chair	(323) 526-1116 x 217	susanl@alfamilyservices.org

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
SERVICE AREA 7  
QUALITY IMPROVEMENT COMMITTEE (QIC) Minutes**

<b>Type of Meeting:</b>	<b>SA 7 QIC</b>	<b>Date:</b>	<b>07/23/2019</b>	
<b>Place:</b>	<b>Alma Family Services 910 Whittier Blvd Pico Rivera, CA 90660</b>	<b>Start Time:</b>	<b>2:01PM</b>	
<b>Chairpersons:</b>	<b>Greg Tchakmakjian (Chair) Caesar Moreno (Co-Chair) – not present Susan Lam (Co-Chair) Rosa Diaz (Interim-Co-Chair)</b>	<b>End Time:</b>	<b>3:00PM</b>	
<b>Members Present:</b>	Laura Solis, Donetta Jackson, Cara Jenson, Celeste Rix, Gwen Lo, Wendy Mielke, Erik Escareno, Beth Reisler, Nicole Santamaria, Jenny Silver, Jennifer Mitzner, Elizabeth Hernandez, Arlene Contreras, Irene Jaregui, Cinthia Sanchez, Priscilla Gonzalez, Robin Washington, Daiya Cunnane, Javier Nevarez, Michelle Bilotta-Smith, Silvia Rowe, Gloria Guevara, Loan Le, Grace Guzman, Lucero Garcia, Denise Smith, Denice Palacios, Violeta Kim, Addison O'Connor, Natalie Gower			
<b>Agenda Item</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible</b>	
<b>Welcome &amp; Introductions</b>	Meeting was called to order at 2:01PM	Introductions made and new members were welcomed	Susan Lam	
<b>Review &amp; Approval of Minutes</b>	Minutes from June 2019 were reviewed	Minutes were approved by: Gloria Guevara Elizabeth Hernandez	Susan Lam	
<b>Quality Improvement Updates</b>	<u>Clinical Risk Management</u> <ul style="list-style-type: none"> <li>• To avoid inactive accounts user must log in every 90 days</li> <li>• In the event you are logged out you would have to create a <b>heat</b> ticket which may take up to 24 to <b>72</b> hours to resolve #213-357-1335. User can also call Ly Ngo at 213-351-6673 <a href="mailto:lyngo@dmh.lacounty.gov">lyngo@dmh.lacounty.gov</a></li> </ul>		Dr. Greg Tchakmakjian	

<b>Policy Updates</b>	24 new policy updates	Refer to handout	Dr. Greg Tchakmakjian
<b>Cultural Competency Updates</b>	<p>2019 Culutral Competency Plan</p> <ul style="list-style-type: none"> <li>- Enhance culturally compentent services</li> </ul> <p>Language Interpretation Request for Meetings and Conferences</p> <ul style="list-style-type: none"> <li>- When this service is needed for a meeting, you can contact Ms. Elizabeth Cenicerros (213) 251-6743 , <a href="mailto:ecinceros@dmhlacounty.gov">ecinceros@dmhlacounty.gov</a>, inform her 1-2 weeks ahead of time in order for her to assist on arranging these services.</li> <li>- This services is available for contracted agencies as well</li> </ul> <p>Cultural Competency Webpage</p> <ul style="list-style-type: none"> <li>- Go to DMH county website → Providers → Administrative Tools → scroll down to Cultural Competency Unit</li> </ul>		Dr. Greg Tchakmakjian
<b>QID Division Updates</b>	<p><u>Spring 2018 Open Ended Comments Summary Report</u></p> <ul style="list-style-type: none"> <li>- Dr. Daiya Provider level data is available for the last two survy periods and is able to go over it next time if members would like</li> <li>- Summary report for May 2018 the number of comments returned for each service area</li> <li>- SA1 421, SA2 1927, SA3 486, SA4 786, SA5 554, SA6 0, SA7 351, SA8 884 = TOTAL 5409</li> </ul> <p>Consumers reported feeling that staff were supportive to both caregivers and parent, and experienced positive treatment.</p> <p>Concerns about staff turn over, limited appt. availability, unpleasant interactions with front office staff (being unprofessional &amp; speaking loudly about private information)</p> <p>Recommendations: hiring additional staff to increase availability of appointments, increasing locations, access to snacks, having television in waiting area, having weekend appt availability.</p>		Dr. Daiya Cunnane





	Guide to Procedure Codes Updates - It is still under revision and it is not yet finalized  Parolees and AB109 (QA Bulletin Coming)	<b><u>August Meeting : DARK</u></b>	
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**Respectfully Submitted,  
Susan Lam, LMFT**